

# Troubleshooting Healthlink issues for SMPH Medical Students

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## UWHealth

UWHealth IT is responsible for username/passwords and access to Healthlink. If a user never received a username and password from UWHealth (username is usually 3 initials and 3 numbers) or has password issues, they should contact UWHealth at 265-7777. UWHealth will not give login information to anyone except the user.

UWHealth IT supports Microsoft Authenticator MFA, <https://uconnect.wisc.edu/depts/uwhealth/information-services/multi-factor-authentication/faq/> for issues with MFA call 265-7777

The MyChart Video is a separate application that would need to be installed on student laptops, it is supported by UWHealth and if students have trouble logging in or using it they would need to contact UWHealth at 265-7777.

## SMPH

SMPH IT is responsible for SMPH VPN portal access and getting personal devices remote access approval into Healthlink, <https://confluence.med.wisc.edu/display/SIKB/SMPH+Medical+Student+Health+Link+Remote+Access>

Students need to follow all of the instructions to be able to access Healthlink on their own laptop.

## DoIT

DoIT is responsible for Duo and GlobalProtect issues, they can be contacted at 264-4357. DoIT also takes care of Windows licensing to go from Home to Education versions.

<https://it.wisc.edu/services/duo-multi-factor-authentication-mfa/> DUO instructions

<https://kb.wisc.edu/page.php?id=90370> Global Protect VPN instructions and troubleshooting guide

<https://kb.wisc.edu/helpdesk/page.php?id=93234> Windows activation instructions